

July 28, 2006

Mr. Greg Heath, Real Estate Manager
Meijer, Inc.
2929 Walker Avenue, NW
Grand Rapids, MI 49544



Re: Meijer Store No. 26
Pharmacy Drive-Up Traffic and Circulation Review

Dear Mr. Heath:

Thank you for the opportunity to provide traffic engineering services for the Meijer Store No. 26 Pharmacy Drive-up project. Progressive AE has been providing traffic consulting services to various communities throughout Michigan for many years. Some of these communities include the City of Grandville, the City of Wyoming, Northville Township, and the City of Fenton, among others. We have also worked with Meijer and other private sector clients, developing the parking and site circulation plans on many of their sites.

As requested, we have completed a review of the existing pharmacy drive-up facility, as well as the review comments from Williams & Works, at Meijer Store No. 26 in Jenison (Georgetown Township), Michigan. Our review included site visits to review the existing facility, review of a Williams & Works memorandum dated June 14, 2006 (revised June 19, 2006), and communication/meetings with your office. The following paragraphs summarize our observations and recommendations for this site.

Existing Pharmacy Drive-up Area

The current layout of the pharmacy drive-up window is oriented for vehicles to approach from the west to a kiosk on the driver's side (north side) of the vehicle. Pharmacy orders are sent through a tube system to be picked up by the customer who then exits the area to the east.

Several apparent problems have been observed by our staff, Meijer personnel and/or customers since this the drive-up area was opened earlier this year, as follows:

- The vehicular operation is confusing to some customers in the drive-up area. The exit lane going east passes a cut out between the two curbed islands where several vehicles have tried to turn back onto the main drive in front of the store; and
- Pedestrian movements through this area, to/from the east parking lot, typically use the vehicular drive-up lane when passing the pharmacy area in front of the store.

Proposed Pharmacy Drive-up Area

The kiosk system is proposed to be abandoned in favor of a direct hand-to-hand transfer through a window on the north side of the building, across from the current kiosk location. This will require that the vehicular traffic flow be reversed with customers entering from the east and exiting to the west. We recommend this change and offer the following statements to support our recommendation:

- With vehicles coming in from the east, queuing will occur away from the main pedestrian store entry. Also, with this orientation, queuing will occur away from the heaviest vehicular area (the east-west driveway in front of the store).

Progressive AE
1811 4 Mile Road, NE
Grand Rapids, MI 49525 2442
616 361 2664 VOICE
616 361 1493 FAX
www.progressiveae.com

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- Vehicles exiting to the west will clearly see adjacent pedestrian and vehicular traffic prior to making turning decisions.
- The change in direction allows shortening of the raised island which will provide more distance between the end of the drive-up area and the main pedestrian store entry.
- Pedestrians traveling to/from the east parking lot will be able to utilize the raised island (since the kiosk will be removed), which provides a safer condition than the current layout. We recommend that sidewalk ramps be placed at both ends of the two raised islands in this area. Also, the paving material in the at grade walkway between the curbed islands should be changed to concrete to more clearly delineate the drive lanes and eliminate the confusion currently experienced by some drive-up customers.)

Parking Lot Recommendations

COMPLETED
JAH

In addition to the pharmacy drive-up area changes, we offer the following parking lot/site circulation recommendations. The east-west access corridor in front of the store is generally confusing with pavement markings that have not been updated since the pharmacy drive-up area was constructed. Some of the markings are wearing out, and some areas do not direct vehicular traffic adequately, resulting in an unsafe condition near the northeast corner of the store.

As part of the above proposed pharmacy drive-up improvements, we recommend the following changes to the main east-west access driveway and parking area in front of the store.

- COMPLETED
JAH
- The centerline of the road should clearly delineate the separation between eastbound and westbound traffic. Currently, the centerline appears to be offset where the road passes the pharmacy drive-up area.
- COMPLETED
JAH
- The parking area to the north of the main store entry should be clearly delineated. Currently there is a wide corridor of open pavement giving no direction for vehicles or pedestrians.
- COMPLETED
JAH
- The pedestrian crosswalk should be repainted, as it has worn away over time.

Feel free to contact us if you have any questions regarding any of the above comments. We would be happy to meet with you and to attend future planning commission meetings, if requested, to further clarify our position regarding traffic and circulation issues for the proposed site improvements.

Sincerely,

PROGRESSIVE ARCHITECTURE ENGINEERING


Jeffrey A. Hillegonds, P.E.
Senior Transportation Engineer

JAH/kmb

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cc: Progressive AE - Mark Kastner, Pete LaMourie
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